

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Melbourne, FL #699	\$13,581	\$37,714	177.7%
Doylestown, PA #762	\$18,023	\$29,962	66.2%
Madison, WI #604	\$15,434	\$24,071	56.0%
Hattiesburg, MS #566	\$14,482	\$21,545	48.8%
Fayetteville, AR #312	\$14,304	\$20,026	40.0%
Allen, T X #597	\$25,931	\$35,934	38.6%
Poughkeepsie, NY #505	\$21,659	\$29,962	38.3%
Rogers, AR #669	\$19,921	\$27,452	37.8%
Des Moines, IA #958	\$35,886	\$48,693	35.7%
Denton, TX #310	\$14,959	\$20,231	35.2%

District Sales Growth

District	Region	WTD%
Jon Fiorentine	Northeast	20.9%
Todd Bell	Western	13.1%
Peter Panunzi	Southeast	11.4%
James Hamblen	Southeast	10.6%
Shawna Vazquez	Northeast	10.5%
Michael Svoboda	Northeast	10.2%
Hashem Saadat	Southeast	9.8%
Kelli Kasper	Southeast	9.8%
Denny Lynch	Western	9.4%
Anthony Chapa	Southeast	8.1%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Mississauga, ON #844	12.4%	27.6%	15.1%
Muskegon, MI #829	4.3%	17.0%	12.7%
Lubbock, TX #933	9.8%	22.0%	12.1%
Arl Hts, IL #688	13.8%	25.9%	12.1%
San Bruno, CA #444	13.8%	25.8%	12.0%
Dublin, OH #322	27.5%	38.5%	11.0%
Jensen Beach, FL #690	10.5%	20.5%	10.0%
Columbus, GA #869	15.1%	25.1%	10.0%
Lafayette, IN #673	5.0%	14.9%	9.9%
Placentia, CA #442	14.4%	24.2%	9.8%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
FM 1960, TX #032	\$22,602	\$37,890	67.6%
Foothill Ranch, CA #371	\$25,724	\$37,148	44.4%
Lubbock, TX #933	\$17,618	\$25,155	42.8%
Fort Smith, AR #301	\$25,060	\$34,298	36.9%
Paducah, KY #113	\$15,777	\$20,334	28.9%
Towne South, OK #888	\$20,083	\$25,217	25.6%
Killeen, TX #732	\$30,578	\$37,515	22.7%
Greenville, SC #968	\$28,444	\$34,344	20.7%
Stockton, CA #631	\$29,558	\$34,817	17.8%
San Bruno, CA #444	\$29,840	\$34,944	17.1%



Team Deptford #481 could not be more proud of their next Sapphire Pin earner, Kaitlyn Vitalone! Kaitlyn joined the Chuck E. family 4 years ago, and has been a shining star ever since. She is huge on communication with the parties she hosts, and is always anticipating the needs of party mom and dad. Thank you Kaitlyn for all you do, your Sapphire Pin is very much deserved!

~ Our host Kait was amazing! She was super kind and super helpful and helped during the craziness of the party and did above & beyond down to the very last detail. ~

~ I thought the staff was very friendly. We absolutely loved Katie. She was the sweetest person. From the phone call reminding us about the party, to greeting us at the table, she was very helpful. The staff was very friendly and gave us all the information we needed to know. ~

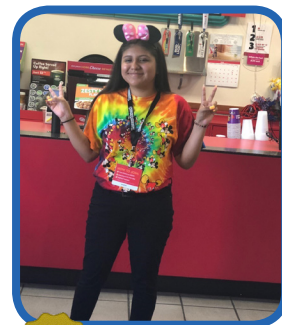
~ the party was amazing and Katie was very helpful and organized thank you. ~

Congratulations to Team College Station #577 as they celebrate yet another Sapphire Pin earner, Viridiana Moreno! Viridiana joined the Chuck E. family 1 year ago, and has sprinted to Sapphire status at amazing speed! Viridiana always wears the biggest smile on her face, and she loves playing games with the birthday kids. Thank you Viridiana for all you do, your Sapphire Pin is very much deserved!

~ Everything was perfect. Viri was amazing along with all the other employees.

Great location, no complaints. ~

Viri was great, her hospitality and guest service was great! ~



The Support Center will be closed on Monday, September 2nd in observance of the Labor Day holiday.

We will re-open for normal business hours on Tuesday, September 3rd.

Week 33
August 30, 2019

MILESTONES-

- Reach and Achieve! -

Mariah Richards ~ 080

Taylor Young ~ 301

Marta Lopez ~ 421

Yvonne Hernandez ~ 790

Maria Lazcano ~ 453

Elma Huric ~ 470

Ron Dunn
Asst. Tech Manager #071
20 Years

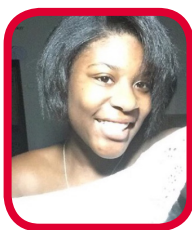


Eternaljoi Holmes

Team Douglasville, GA #613

Joe Risnear, DM

~ The birthday party we had this year at Chuck E. was completely 100% amazing! EJ did an awesome job hosting this party, not only did the kids have a blast but all of the adults are loving it too. Highly recommend and can't wait for next year's party. ~



Mariah Ogunyomi

Team Douglasville, GA #613

Joe Risnear, DM

~ The host Mariah was totally awesome and very attentive. She made this experience wonderful. ~



Leslie Torres

College Station, TX #577

Frank Ramirez, DM

~ The hospitality and service was great! ~



Reminder:

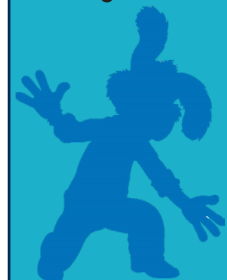
Continue to send in your Ruby Pin achievers to

learning@cecentertainment.com so they can be featured in the Focus!

DEAR CHUCK E...

- You're the BEST! -

I recently had a birthday party for my son, Jackson at the Florence, SC location. I lost my receipt, but I wanted to make sure and give feedback as we were incredibly satisfied with our visit. Our hostess, Tanya did such a wonderful job. She made sure I never had to lift a finger and could enjoy my son's party. She really personalized our experience. By the time we left, I felt like we had made a new friend. This party was, by far, the best birthday experience my son has had, all thanks to Tanya (I hope I'm spelling her name right). I wanted to make sure and give credit where credit is due. Keep her around for a long time, she's a great asset to your company.



Southeast
Florence, SC #658
RVP Bill Eich
DM Nestor Rivera
Sr. GM Sean Ford
Party Server Tanya

I wanted to take a moment to compliment the Laurel, MD Chuck E. Cheese location. On Saturday my family had gone to a large amusement park, driven multiple hours, spent tons of money, and had a terrible time. We even left early without staying at the hotel we had paid for. I told my 4 year old son that we could do something fun near home on Sunday to make up for it, and we chose Chuck E. Cheese. We had the best time, and it completely turned our weekend around. We would have saved our time and money, skipped the amusement park, and gone straight to Chuck E. Cheese. My 4 year old and 1 year old sons (and husband) were thrilled. Everything was clean and well-maintained, a great selection of games, the food was good, and all the staff members we encountered were friendly and helpful. I also love the security of the "invisible ink" hand stamps to ensure children leave with the adult they arrived with. Great job, and thank you!



Northeast
Laurel, MD #087
RVP Chris Kelly
DM Michael Svoboda
Sr. GM Eric Campbell

Thank you very much to the North York team for a fabulous visit. Thank you for the Play All Day event, my 11 year old son & I had a fun time and your team was very patient & courteous when tickets ran out of the machines or when the machines weren't working properly. We also want to let you know we have been loyal guests for over 8 years. We frequent your facilities 3-4 times/year and spend at least \$60 in coins/cards. We have booked 2 birthday parties with the Vaughan store, and have attended many birthday parties at your facilities. Your efforts were not in vain tonight. My son wants to come back for another visit. I know it was crazy but please offer this special again as I bought a pass too & I got to play as a kid. I never got to be a kid much growing up & I will remember this night forever. Thank you again!



Western
Willowdale, ON #845
RVP Jim Brawley
DM Frank Cassar
GM Sam Catinella



Susan Jensen's district is on a roll with Sapphire Pin's going out left and right; congratulations to her latest pin earner, Beatriz Alfaro from Team Herndon #099! In March, Beatriz earned her Ruby Pin and now here we are 6 months later, ready to award her with her Sapphire Pin. Thank you Beatriz for all you do, your Sapphire Pin is very much deserved!

~ Beatriz was so friendly and welcoming and helpful! We will absolutely have a party here again. Fabulous day. ~

~ Beatriz was amazing from start to finish. I really appreciate how she explained everything fully and was helpful the entire time. ~

~ Beatriz was amazing she made us all feel so comfortable and kept everything on time. She was so friendly and super nice to each and every one of us. Chuck E. was also super friendly with the kids and the grown ups he kept coming to our table and making the birthday boy super happy. ~



THE MORE YOU KNOW...

Facilities

Work Order Priorities

It is especially important that you choose the correct priority for your work orders. Please make sure that the priority corresponds with the service response time that you need before you hit the save button to submit the work order.

The priority and service time frames are as follows:

Priority	Service Time
P1 - Emergency	Same Day
P2 - Next Business Day	Next Business Day
P3 - Routine	Three Business Days

Purchasing

Order Guide

Check out the new Order Guide on the Purchasing Sharepoint page!

Use this guide as a tool to help point you in the right direction for all your part needs.

Check it out [here](#):

Pinatas

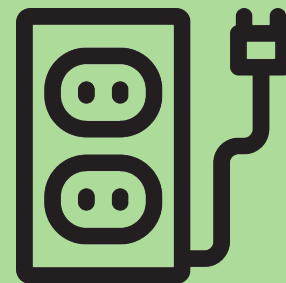
If you have not already heard, pinatas are no longer available to order from Foland. This item is being discontinued; once you have used up whatever inventory you have available this will no longer be offered. This item has already been removed from the birthday booking site, so now is your chance to actively upsell this item to get rid of any remaining inventory you have in your store. If you have any questions, please reach out to your Regional L&D Manager.



Risk Management

Tip of the Week:

Ensure that all electrical outlets that are not in use have protective childproof covers placed in them.



Human Resources

Tenure Anniversary Recognition

After months of searching and planning, we are pleased to announce a new Vendor for our Tenure Anniversary Awards, CA Short!

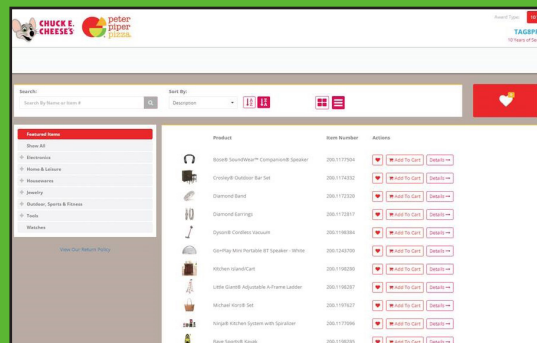
Some may have already noticed a new look to our Anniversary Awards coming through the mail this week, but here is just a sneak peak of what you have to look forward to:



Awesome new look that includes our amazing Chuck E. branding!



New slick website tailored to Chuck E. Cheese, with hundreds more prizes to choose from!



Stay tuned, more details are coming your way very soon, including instructions on redeeming unclaimed awards from the previous vendor.



CAREER GROWTH OPPORTUNITIES

General Manager

Calgary, AB	874
Lancaster, CA	049
Gilroy, CA	373
Hemet, CA	376
Waterbury, CT	463
Altamonte, FL	681
Orlando, FL	718
Naples, FL	778
Springfield, MA	476
Manchester, NH	472
Wayne, NJ	489
Mentor, OH	743
Niles, OH	745
Arlington, TX	416
Allen, TX	597
NRH, TX	579

Tech Manager

Mobile, AL	560	Largo, MD	532
Little Rock, AR	671	Towson, MD	775
Cerritos, CA	362	Lowell, MA	457
Elk Grove, CA	366	Everett, MA	755
Laguna Hills, CA	378	Southgate, MI	713
Macarthur Park, CA	397	Jersey City, NJ	484
San Jose, CA	404	Union, NJ	542
La Mesa, CA	405	Staten Island, NY	494
Huntington Beach, CA	406	Patchogue, NY	496
Murrieta, CA	414	Howard Beach, NY	649
National City, CA	439	Charlotte, NC	039
Hartford, CT	470	Mayfield Heights, OH	547
Wesley Chapel, FL	779	Johnson City, TN	663
Indy Castleton, IN	096	Austin, TX	586
Indy Wash, IN	714	Longview, TX	599



Peter Piper Pizza

Foothills, AZ #1288
 Golf Course, NM #1247
 San Mateo, NM #1240
 Albuquerque, NM #1264

Tech Manager
 General Manager
 General Manager
 General Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

